Fabasoft

White Paper

Support Periods

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Public

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1 Support Periods

This article provides an overview of Fabasoft software product versions and support periods.

1.1 Fabasoft Folio / Fabasoft Mindbreeze Enterprise / Fabasoft app.telemetry

For the supply of support services on the basis of a Fabasoft Support Agreement, the support period for Fabasoft Folio, Fabasoft Mindbreeze Enterprise and Fabasoft app.telemetry is 2 years from release. For update rollups, the support period of the corresponding major release applies.

For the versions 2012 to 2014, the support period for Winter Release was 2 years and for all other releases 1 year. The support period for versions below 2012 was 2 years for Fall Release and 1 year for all other releases.

For the support services for ascertained Fabasoft Folio versions this means:

Support Periods

Version	Support Period
Version 2026	05.12.2025 until 04.12.2027
Version 2025	23.12.2024 until 22.12.2026
Version 2024	18.12.2023 until 17.12.2025
Version 2023	19.12.2022 until 18.12.2024
Version 2022	17.01.2022 until 16.01.2024
Version 2021	18.12.2020 until 17.12.2022
Version 2020	20.12.2019 until 19.12.2021
Version 2019	23.04.2019 until 22.04.2021
Version 2017	30.03.2018 until 29.03.2020
Version 2016	23.03.2016 until 22.03.2018
Version 2015	25.02.2015 until 24.02.2017
Version 2014 Spring Release	25.03.2014 until 24.03.2015

Version 2014 Winter Release	19.12.2013 until 18.12.2015
Version 2013 Fall Release	08.10.2013 until 07.10.2014
Version 2013 Summer Release	18.06.2013 until 17.06.2014
Version 2013 Spring Release	05.03.2013 until 04.03.2014
Version 2013 Winter Release	26.11.2012 until 25.11.2014
Version 2012 Fall Release	12.09.2012 until 11.09.2013
Version 2012 Summer Release	29.05.2012 until 28.05.2013
Version 2012 Spring Release	28.02.2012 until 27.02.2013
Version 2012 Winter Release	30.11.2011 until 29.11.2013
Version 2011 Summer Release	14.11.2011 until 13.11.2012
Version 2011 Spring Release	06.07.2011 until 05.07.2012
Version 2011 Winter Release	07.03.2011 until 06.03.2012
Version 2010 Fall Release	17.12.2010 until 16.12.2012
Version 2010 Summer Release	17.09.2010 until 16.09.2011
Version 2010 Spring Release	27.05.2010 until 26.05.2011
Version 2010 Winter Release	17.02.2010 until 16.02.2011
Version 2009 Fall Release	11.12.2010 until 10.12.2011
Version 2009 Summer Release	20.08.2009 until 31.08.2010
Version 2009 Spring Release	13.05.2009 until 31.05.2010
Version 2008 SP1	24.02.2009 until 31.05.2010
Version 2008	17.10.2008 until 28.02.2010
Version 2007 SP3	13.03.2009 until 31.10.2009

Version 2007 SP2	01.08.2008 until 31.10.2009
Version 2007 SP1	21.12.2007 until 31.08.2009

1.2 Fabasoft eCRM-Suite / Fabasoft eGov-Suite

The support services on the basis of a Fabasoft Support Agreement for the Fabasoft eGov-Suite shall be provided exclusively for the latest version (major release) of the Fabasoft eGov-Suite and its respective immediate predecessor version, but shall for the latter be limited to a period of 12 months from the publication of the latest major release. For update rollups, the support period of the corresponding major release applies. Feature Track Releases of the Fabasoft eGov-Suite are supported for a period of nine months from the date of release.

For versions of the Fabasoft eGov-Suite below 2024 as well as the Fabasoft eCRM-Suite, the limitation was based on the first inclusion of the relevant product version in Fabasoft's official price list.

For the support services for ascertained Fabasoft eGov-Suite versions this means:

Support Periods

Version	Support Period
Version 2026	23.01.2026 until *tbd*
Version 2025	10.01.2025 until 22.01.2027
Version 2024	05.01.2024 until 09.01.2026
Version 2023	09.01.2023 until 04.01.2025
Version 2022	08.02.2022 until 15.02.2024
Version 2021	29.01.2021 until 08.02.2023
Version 2020	02.03.2020 until 29.01.2022
Version 2019	27.05.2019 until 02.03.2021
Version 2017	15.05.2018 until 31.05.2020
Version 2016	30.03.2016 until 13.06.2019
Version 2014	14.04.2014 until 10.05.2017

Version 2013	14.05.2013 until 13.04.2015
Version 2012 SP1	20.09.2013 until 13.04.2015
Version 2012	23.12.2011 until 13.04.2015
Version 10	28.04.2011 until 11.09.2013
Version 8.0 SP1	30.11.2009 until 11.09.2013
Version 8.0	28.01.2009 until 18.03.2011
Version 7.0 SP3	13.03.2009 until 31.01.2010
Version 7.0 SP2	01.08.2008 until 31.01.2010
Version 7.0 SP1	21.12.2007 until 31.08.2009
Version 7.0	28.09.2007 until 31.12.2008
Version 6.1 SP2	21.12.2006 until 30.09.2008
Version 6.1 SP1	08.08.2006 until 31.12.2007
Version 6.1	01.03.2006 until 31.08.2007
Version 6.0	20.05.2005 until 28.02.2007

The italicized data are planned data. All data provided here represent the general regular support periods, custom extensions are not included.